

They Moan, We Grow

Date and Venue:
Tuesday 5th February, 2013
Alverton Manor Hotel, Truro

Course Organiser:
Carrie Bradburn, Dental Postgraduate Tutor

Course Lecturers:
Kit Maher
Carol Brooking
Cascade

Programme

09.00 – 09.30	Registration and Tea/Coffee
09.30 -11.00	How to deal, easily, face to face, with a complaining customer
11.00 - 11.30	Tea/Coffee
11.30 -13.00	Stay calm and find the best resolution
13.00 – 14.00	Lunch
14.00 – 15.00	How to feel Ok about and learn from complaints
15.00 – 15.30	Tea/Coffee
15.30 – 16.30	Start to develop an effective protocol for dealing with complaints
16.30	Close

Aim:- To help give patients who make a complaint a helpful response at the appropriate time

Objectives:- By the end of the training delegates will:-

Understand how to deal, easily, face to face, with a complaining customer
Be able to stay calm and find the best resolution to a complaint
Know how to feel OK about and learn from complaints
Start to develop an effective protocol for dealing with complaints